

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WILLIAM JERRY ROSS)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2008-00449
)	
WINDSTREAM KENTUCKY EAST, LLC)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Windstream Kentucky East, LLC ("Windstream") is hereby notified that it has been named as defendant in a formal complaint filed on October 16, 2008, a copy of which is attached hereto as Appendix A.

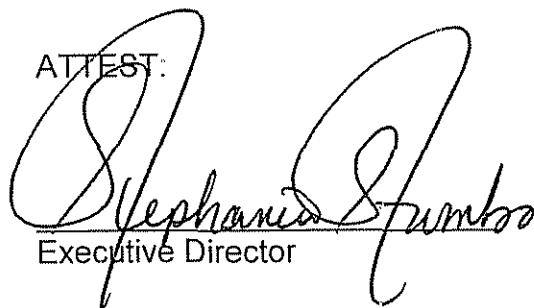
Pursuant to 807 KAR 5.001, Section 12, Windstream is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 23rd day of October, 2008.

By the Commission

ATTEST:


Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2008-00449 DATED OCTOBER 23, 2008

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RECEIVED

OCT 16 2008

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

William Jerry Ross
(Your Full Name)

COMPLAINANT

VS.

WIND STREAM
(Name of Utility)

DEFENDANT

2008-449

COMPLAINT

The complaint of William Jerry Ross respectfully shows:
(Your Full Name)

(a) William Jerry Ross
(Your Full Name)

4976 FRIENDSHIP Rd Catlettsburg Ky 41129
(Your Address)

(b) WIND STREAM
(Name of Utility)

1720 GALLERIA BLVD
CHARLOTTE, N.C. 28270
(Address of Utility)

(c) That: DID NOT TELL TRUTH ABOUT TOTAL
(Describe here, attaching additional sheets if necessary,

COST OF BUNDLED PHONE, INTERNET, DISH
the specific act, fully and clearly, or facts that are the reason

THEY TOLD ME IT WOULD BE 99.97
and basis for the complaint)

PER MONTH W/ PHONE, INTERNET, DISH 250
W/ 3 RECEIVERS, THEY HAVE

Continued on Next Page

Formal Complaint

William J. Ross vs. WINDSTREAM

Page 2 of 2

Told untruths about ADD-ON at
different times - TAPES WERE NEVER LOOKED
FOR by WINDSTREAM, ASKED MORE THAN
ONCE. This "bundling" WAS MADE BY
WINDSTREAM ALONE. THE ONLY TIME TALKED
w/ DISH WAS TO SET APPOINTMENT FOR INST.

Wherefore, complainant asks Monthly bill to be

(Specifically state the relief desired.)

99.97 + FCC charges + local taxes.

This is what I was told at side-up
time

Dated at Atlanta, Kentucky, this 15 day
(Your City)

of Oct., 192008
(Month)

William J. Ross
(Your Signature)

(Name and address of attorney, if any)